

Clearswift SECURE Email Gateway SEGV3 Extended Support



Extended support for SECURE Email Gateway v3.x

End of life for v3 was announced in March 2016, and with our EOL policy this would typically mean that the product would only continue to be supported for a further year from this date.

The v4 SECURE Email Gateway release went live nearly 2 years ago, but we have been asked by some clients if we could continue to provide support to v3 beyond the EOL date, 22 March 2017. Supporting v3 requires us to have additional engineers and environments on hand to answer and resolve issues on this legacy version. As such, whilst we are happy to offer this extended support period until 28 February 2018, unfortunately with the diminishing number of clients on v3 there is a requirement to recoup some of these additional costs meaning provision of this extended support will be a chargeable item.

Other organisations, including Microsoft, offer extended support subject to a price uplift – in cases with more than a 100% increase. We do not feel that this level of uplift is justified, and have looked to minimise the level of charge – please see section on costs below.

Our support and professional services organisation can help you upgrade from v3 to v4, quickly and efficiently, before the 22 March 2017 deadline so as to both avoid this surcharge and take advantage of the additional benefits that can be found within the v4.x SECURE Email Gateway. Refer to [Major Features Overview – Version 4 Releases](#) for a full description of enhancements.

Please call your Account Manager to discuss our current free of charge service offering to get you started.

Cost

Extended support is an additional cost item for those clients who are yet to upgrade to a v4.x SECURE Email Gateway.

This charge is:

- Specific to each individual client.
- To be retrospectively invoiced on a quarterly basis to those clients not on v4.
- Based on a 30% surcharge to the quarterly equivalent of their current support contract.
- Calculated only on the proportion of the quarter for which legacy support was required.

The following example illustrates how the charge will be applied:

Company A purchases a renewal contract running from 1st January 2017 until 31st December 2017 for £12,000. On the 30th June 2017 they were still running a version 3.x SEG. The charge due for this quarter would therefore be £900 (£12,000 * 30% / 4).